

THE IPN DISPATCH

IPN Monthly Dispatcher Update

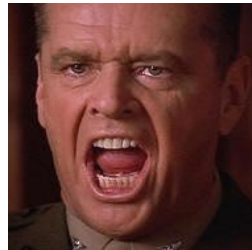
OCTOBER 2016

Chapter Stats

We try to publish the list of the top 10 states in every newsletter. A lot goes in to putting these lists together. In fact we often don't have all the data sorted until the 20th of the following month. This is why the info is delayed a month in the newsletter. If it was possible to get it all together within 24 hrs then we would include it. It just cannot be done.

In August, Florida is bouncing back to the 2nd seat after being "stuck" in the #3 spot for a few months. New York, as a result has dropped to the 3rd seat. Numbers for the top three states are 2643, 2140 & 1687. For the remaining states statistics were consistent with the prior month across the board. One exception was the state of New Jersey that rallied to move up one spot. This is due to several new dispatchers in the state in addition to the work of our veterans.

We continue to closely watch the Michigan chapter that is doing great things each and every month. In fact, all year long they have been barely missing a spot on the chart. This month they lost out to Maryland by just 4 incidents. We know there were a few calls that didn't make it out. You were so close. Perhaps October will be your month? Col. Nathan R Jessup "Needs you on that wall!"



MAY	JUNE	JULY	AUG
FLORIDA	CALIFORNIA	CALIFORNIA	CALIFORNIA
CALIFORNIA	NEW YORK	NEW YORK	FLORIDA
NEW YORK	FLORIDA	FLORIDA	NEW YORK
MASS	MASS	MASS	MASS
ILLINOIS	ILLINOIS	PENNSYLVANIA	NEW JERSEY
TEXAS	PENNSYLVANIA	NEW JERSEY	PENNSYLVANIA
NEW JERSEY	NEW JERSEY	ILLINOIS	ILLINOIS
PENNSYLVANIA	TEXAS	TEXAS	TEXAS
OHIO	OHIO	MARYLAND	OHIO
CONNECTICUT	MARYLAND	OHIO	MARYLAND

Thank you to everyone that participated in our first-ever "Virtual Town Hall" meeting we held in the Dispatch Chat Room. Three IPN admins rotated through to answer your questions and address concerns. We are looking forward to making this a routine event and your input is invaluable.

IPN Dispatcher of the Month

We are pleased to announce that **PEN110** has been named DOTM!

He has been with IPN since 2008 and prides himself on accuracy and timeliness.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

Kudos to ALL of our dispatch team.

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New Alert Category for BCC

*** Attention British Columbia Dispatchers ***

Effective October 1st, The British Columbia Chapter (BCC) will begin using a Working Fire category in addition to the 1 Alarm Fire category. This alert type will be utilized for all fires in the province where the incident commander has called for the "Working Fire Dispatch". Please be sure to reinforce the category choice by indicating "W/F Req" in the narrative. For fires where a full 1st Alarm is operating (ie-Fire Showing, Charging Lines, Etc) but the W/F has not been called the page should be going to 1 Alarm Fire. Minor fires will continue to be paged to the Smoke Damage category. Dispatchers that do not have damage categories should contact support to have them enabled.



How You Doin'?

Our admin team gets a lot of emails from new dispatchers asking how they are doing. We like to see you taking an interest in the quality of your work. Our immediate response is to reply, "If you haven't heard from QA then you are doing great." While that doesn't really answer your question, our veteran dispatchers know it to be true.



This doesn't mean that we do not care. Truth be told, we would love to send an email out every time a great page was sent... Just to say "Thank you!" or "Nice Job!". We just don't have the manpower to do that. If we did, we would most likely end up on every member's spam list within a week or two. Yeah. Most of you are just that darn good. You know it to be true.

For those who are concerned about your work, we strongly encourage you to contact support for a review of your recent work. We are happy to help you. All we ask is that you give us more than the normal 48 hour response time on these because there many be other matters that are more pressing or scheduled administrative tasks that need to be addressed first. We will always get back to you as soon as we have time to look things over.

Spotlight On: Trauma Alert

This month we want to focus on a review of the Trauma Alert category. This particular group is reserved for serious and/or life threatening injuries that do not fall under any other category. This means that anyone requiring EMS because of a Vehicle Accident, Stabbing or Shooting must be paged to another category. This isn't the catch all for Trauma Alerts. The notification really needs to go to the most appropriate group.



One common mistake we have seen in recent months is Technical Rescues being incorrectly paged over this group. If there is any kind of special equipment needed to remove a patient then this category is not the right place for the notification. This includes, but obviously is not limited to, people trapped in machinery, requiring removal from a hole or trench, an injured person stuck on a bridge or roof, someone stuck in a collapsed building or a patient that is injured on a mountain needing a carry down.

It is also important to remember the premise of the group. These are Trauma Alerts. These patients have serious and/or life threatening injuries. They will either be going to a Trauma Center or taking a Helicopter ride. Someone who has cut off their finger or toe is not going to die and in most cases they can be treated at a local hospital. EMS may request ALS for pain management but this does not mean that it is a Trauma Alert. Its important to listen and be sure the patients condition warrants a Trauma Alert notification.

You can always send a news worthy incident that doesn't meet the Trauma Alert criteria to Special. For example, A young child bit in the face by a pit-bull with non life threatening injuries or a person who fell in a subway pit that was extricated by bystanders with minor injuries. These are Trauma calls but they are Not Trauma Alert. Be extremely cautious not to confuse the terminology. If you are not sure then we strongly encourage you to ask for clarification.



Photo by:
Kyle Cascadden

LAX / LAX| Los Angeles, CA| Traffic Advisory| LAFD 8, LAPD 23| 16650 W Sherman Way| LAPD o/s overturned vehicle collision, no entrapment, LAFD cleared all patients| LAX079| 17:29



DFW| Dallas, TX
(Dallas County)|
Brush Fire|
Walnut Hill &
Goodnight|
Multiple assets
working a large
multi-acre brush
fire in heavy fuel|
DFW156

Photo by:
DFW156

Ask QA

-10 Codes

"Both our local PD and Fire/EMS use abbreviated codes on the radio, like Code-7 and 451PC, why can't I use them when dispatching for IPN since that is what our departments do? It would sure save a lot of space."

Two-fold: 1) IPN is a nationally-based incident alerting service and many, many subscribers filter in states outside of their own home area. They are not "local" and won't understand the 10-codes or slang unique to your departments. 2) You might be surprised at the wide range of people that enjoy your alerts, not all are in public safety, buff groups, or the media that are accustomed to listening to and deciphering radio lingo. Joe Public and Soccer Sally want to be alerted on what is happening too. Keeping your narrative in plain text means that anyone can understand it.

Do you have a question for our QA staff? Send it to support@incidentpage.net



Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

1900 Weld Blvd, Suite 105
El Cajon, CA 92020

Quick Links:

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Smoke Damage, Water Damage, Structure Damage

Some dispatchers are still confused about or even unaware of our damage alerts category, likely because they are not visible as an option in your profile. These are alerts we only send to IPN subscribers that are in professions that can use them, typically fire restoration or public adjusters.

Why do I have to ask to be able to dispatch these alerts? These alert types can be a bit more fluid and do not adhere to the established IPN guidelines. For example, a Water Damage alert can be sent purely on the dispatch of an engine company to perform a public assist water shut-off due to a report of flooding (inside a business or residence). For this reason we only make the categories available to dispatchers that request them and agree to review and adhere to a specific set of "Damage Alert" guidelines we send them.

If you are an experienced dispatcher and want to add these alert types to your repertoire, please send an email to support and ask. As discussed in other newsletters, some incidents can be paged to damage alerts and our "mainstream" categories, earning you double points.

EMS Humor

A policeman pulled a car over and told the driver he had won \$5,000 dollars in the seatbelt competition. "What are you going to do with the money?" asked the policeman. "Well, I guess I'm going to get a drivers license", he answered. "Oh, don't listen to him," said a woman in the passenger seat, "He's a smart aleck when he's drunk." Then the guy in the backseat said, "I knew we wouldn't get far in a stolen car." At that moment there was a knock from the trunk and a voice said, "Are we over the border yet?"



EMS Trivia

-Text Book Case

Q. Who published the first EMT textbook in full color?

A. Morton Publishing of Denver (the company was acquired by Brady and the book is now Mistovich, Hafen and Karen's *Prehospital Emergency Care*) .